

READVERTISEMENT

***Please note there is no supplement question.**

**State of Montana
Department of Public Health and Human Services
PO Box 4210 Helena, MT 59604**

VACANCY ANNOUNCEMENT

November 28, 2008

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TITLE:	CHIP Customer Service Representative
POSITION NO:	04911 & 11735
LOCATION:	Health Resources Division, Helena
STATUS:	Full-Time/Permanent
UNION:	MPEA
PAY GRADE:	Pay Plan 20, Pay Band 3
STARTING SALARY:	\$19,881 - \$24,851 annually. Depending on qualifications and internal equity.
SUPPLEMENT:	No

APPLICATION DEADLINE: State of Montana Applications can be submitted to any local Job Service or Human Resources- DPHHS, PO Box 4210 (111 Sanders, Room 202), Helena, MT. Applications may also be emailed to hhsea@mt.gov or faxed (406) 444-0262. Applications must be received or postmarked if mailed no later than **5:00 p.m., Thursday, December 12, 2008**. For further information visit the DPHHS website: www.dphhs.mt.gov/jobs

SPECIAL INFORMATION: A position description is available and may be requested by calling 1-877-543-7669. There are currently two positions available. Applicants need only submit one application to be considered for both positions. Occasional travel to meetings or training may be required but is minimal (1%).

CRIMINAL RECORDS BACKGROUND CHECK: Criminal background checks will be conducted on all successful candidates. The criminal record will be reviewed to determine whether the applicant has been convicted of any criminal acts related to the responsibilities of the prospective job.

TYPICAL DUTIES: This position is responsible for managing the toll-free Children's Health Insurance Plan (CHIP) Family Health Line, which provides families information on health care coverage and services for their children; serving as the initial contact for Montana citizens with the CHIP bureau; gathering data that is not readily available and that must be interpreted before processing or initiating a referral; executing special

applications such as spreadsheets, graphs, and planning calendars to provide information to managers and the public; and developing thorough knowledge of complex data systems for multiple programs, including data retrieval, reports, and analysis.

KNOWLEDGE, SKILLS AND ABILITIES (COMPETENCIES) DESIRED:

Knowledge: Knowledge of confidentiality of information; agency organization and procedures, and agency related programs; time and resource management principles; social and medical service delivery and reimbursement systems; internal processes of the enrollment system; planning, organization and public relations; research techniques and data analysis; and writing and grammar techniques.

Skills: Skill in organization; oral and written communication; conflict resolution; listening actively to probe, understand, restate or summarize a message; interviewing; providing timely and concise information at a high level to others; and empathy and sensitivity to others.

Abilities: Ability to use a multi-line phone system; perform electronic imaging; maintain confidentiality; work under pressure and prioritize activities; work independently and take responsibility for solving problems and make decisions; investigate issues or problems, discern underlying concerns, and make decisions based on situational variables; manage differences and resolve conflicts by confronting problems openly and constructively; develop cooperation and teamwork while working toward solutions; be flexible; and adapt to and work effectively with a variety of situations, individuals, or groups.

EDUCATION/EXPERIENCE REQUIRED: High school diploma or GED **AND** one year of work experience. Additional vocational program or post secondary education is preferred.

APPLICATION AND SELECTION PROCESS: This position is being advertised outside the agency and in-house applicants must compete with the outside applicant pool. Interested persons must submit the following prior to the closing date to be considered:

1. Signed state application (PD-25, rev.05/03 or later);
2. Applicants claiming the **Veteran's or Disabled Person's Employment Preference** (see State of Montana Employment Application, PD-25) must provide verification of eligibility with the application materials. The required documentation includes a DD-214 or PHHS Certification of Disability form; and

3. Photocopy of transcripts (if applicable) for any coursework at a college or technical school. (**Only degrees from an accredited college or university recognized by the US Department of Education are acceptable to meet education requirements*). **If applicant has difficulty obtaining transcripts you will be given a five-day grace period to submit them to our office after the closing date to:** HUMAN RESOURCES, PO Box 4210, Helena MT, 59604.

Applications will be rejected for late, incomplete or unsigned application materials.

COMPENSATION: Eligible state employees are also provided paid health, dental, and life insurance. Other benefits include vision insurance, a deferred compensation program, public employees retirement system, annual leave, sick leave, paid holidays and up to 15 days military leave with full pay.

IMMIGRATION REFORM AND CONTROL ACT: In accordance with the Immigration Reform and Control Act, the person selected must produce **within three (3) days of hire** documentation that he/she is authorized to work in the United States. Examples of such documentation include a birth certificate or social security card along with a driver's license or other picture I.D., a U.S. passport or a green card.

REASONABLE ACCOMMODATIONS: Under state and federal law, qualified applicants with disabilities are entitled to reasonable accommodations. Modifications or adjustments may be provided to assist applicants to compete in the recruitment and selection process, to perform the essential duties of the job or to enjoy equal benefits and privileges of employment available to other employees. Alternative accessible formats of this document will be provided upon request. An applicant must request an accommodation when needed. If you need any such accommodation, contact Human Resources at 444-3136 as soon as possible to allow time to make needed arrangements.

SELECTIVE SERVICE COMPLIANCE CERTIFICATION: All male applicants (born on or after January 1, 1960) must complete a copy of 'Statement of Selective Service Registration Status' if offered a position with the State of Montana, unless they meet certain exemptions under Selective Service law. If you are required to register, but fail to do so, you are not eligible for employment with the State of Montana.